

### Focus I: Participant-Centered Service Planning

**Desired Outcome:** Services and supports are planned and effectively implemented in accordance with each participant's unique needs, expressed preferences and decisions concerning his/her life in the community

FOCUS AREA	INDICATORS
<b>I.A. Assessment</b> <b>Desired Outcome:</b> Comprehensive information concerning each participant's preferences and personal goals, needs and abilities, health status and other available supports is gathered and used in developing a personalized service plan.	The individual's support team gathers information about the individual's preferences, personal goals, needs and abilities to develop the individual's support plan.
<b>I.B. Participant Decision Making</b> <b>Desired Outcome:</b> Information and support is available to help participants make informed selections among service options.	The individual chooses his/her services.
<b>I.C. Free Choice of Providers</b> <b>Desired Outcome:</b> Information and support is available to assist participants to freely choose among qualified providers.	The individual's support team, which includes his/her case manager, supports the individual to select his/her providers.
<b>I.D. Service Plan</b> <b>Desired Outcome:</b> Each participant's plan comprehensively addresses his or her identified need for HCBS, health care and other services in accordance with his or her expressed personal preferences and goals.	The individual is supported to develop a support plan that addresses his/her identified needs, wants, and preferences

### Focus II: Participant-Centered Service Delivery

FOCUS AREA	INDICATORS
<b>II.A. Ongoing Service and Support Coordination</b> <b>Desired Outcome:</b> Participants have continuous access to assistance as needed to obtain and coordinate services and promptly address issues encountered in community living.	The individual receives the necessary assistance and coordination to consistently obtain the services and supports in their support plan.
<b>II.B. Service Provision</b> <b>Desired Outcome:</b> Services are furnished in accordance with the participants plan.	<p>The individual receives continuous and consistent services and supports from each of his/her providers.</p> <p>The provider has the necessary systems and supplies to implement the individual's support plan.</p> <p>Information contained in the individual's personal file promotes continuity and consistency of services.</p>
<b>II.C Ongoing Monitoring</b> <b>Desired Outcome:</b> Regular, systematic and objective methods – including obtaining the participant's feedback – are used to monitor the individual's well being, health status, and the effectiveness of HCBS in enabling the individual to achieve his or her personal goals.	The data and documentation supports evaluation of the services and objectives in the individual's support plan.
<b>II.D Responsiveness to Changing Needs</b>	The individual's support plan is modified when

<p><b>Desired Outcome:</b> Significant changes in the participant's needs or circumstances promptly trigger consideration of modifications in his or her plan.</p>	<p>there are significant changes in ability, needs, desires or circumstances.</p>
<p><b>Focus III: Participant Safeguards</b></p> <p><b>Desired Outcome:</b> Participants are safe and secure in their home and communities, taking into account their informed and expressed choices.</p>	
FOCUS AREA	INDICATORS
<p><b>III.A Risk and Safety Planning</b></p> <p><b>Desired Outcome:</b> Participant health risk and safety considerations are assessed and potential interventions identified that promote health, independence and safety with the informed involvement of the participant.</p>	<p>The individual has health care supports.</p> <p>The individual has access to quality health care.</p> <p>Documentation supports evaluation of health care objectives and promotes continuity of services and supports.</p> <p>The individual has safety supports.</p>
<p><b>III.B Critical Incident Management</b></p> <p><b>Desired Outcome:</b> There are systematic safeguards in place to protect participants from critical incidents and other life-endangering situations.</p>	<p>The provider implements policies and procedures that define, prohibit and prevent; abuse, neglect, mistreatment and exploitation.</p> <p>The provider implements systems for reviewing and analyzing trends, potential risks and sentinel events including allegations of abuse, neglect, mistreatment and exploitation, and deaths.</p> <p>The provider ensures objective, prompt and thorough investigations of each allegation of abuse, neglect, mistreatment and exploitation.</p> <p>The provider ensures thorough, appropriate and prompt response to substantiated cases of abuse, neglect, mistreatment and exploitation, and to other associated issues identified in the investigation.</p> <p>The individual is free from abuse, neglect, mistreatment and exploitation.</p> <p>The individual's support staffs know how to prevent, detect and report allegations of abuse, neglect, mistreatment and exploitation.</p> <p>The individual's acute health needs are addressed in a timely manner.</p> <p>The individual's staff immediately recognizes and responds to medical emergencies.</p>
<p><b>III.C Housing and Environment</b></p> <p><b>Desired Outcome:</b> The safety and security of the participant's living arrangement is assessed, risk factors are identified and modifications are offered to promote independence and safety in the home.</p>	<p>The individual's physical environment promotes health, safety and independence.</p> <p>Routine inspections ensure that the individual's environments are sanitary and hazard free.</p>
<p><b>III.D Behavior Interventions</b></p>	<p>The individual receives positive behavioral</p>

<b>Desired Outcome:</b> Behavior interventions – including chemical and physical restraints are only used as a last resort and subject to rigorous oversight.	supports.  The individual is free from unnecessary, intrusive interventions.
<b>III.E. Medication Management</b>  <b>Desired Outcome:</b> Medications are managed effectively and appropriately.	The individual receives medications and treatments safely and effectively.
<b>III.F Natural Disasters and Other Public Emergencies</b>  <b>Desired Outcome:</b> There are safeguards in place to protect and support participants in the event of natural disasters or other public emergencies.	The provider has an emergency plan to promote the individual's safety during natural disasters and other public emergencies.

#### Focus IV. Participant Rights and responsibilities.

FOCUS AREA	INDICATORS
<b>IV.A Civic and Human Rights</b>  <b>Desired Outcome:</b> Participants are informed of and supported to freely exercise their fundamental constitutional and federal or state statutory rights.	The provider implements policies and procedures that promote people's rights.  The individual is supported to exercise their rights and responsibilities.  The individual receives supports to manage his/her financial resources.  The individual is treated as an individual first.  The individual has privacy.  Supports and services enhance the individual's dignity and respect.
<b>IV.B. Due Process</b>  <b>Desired Outcome:</b> Participants are informed of and supported to freely exercise their Medicaid due process rights.	People have the right of due process when they are dissatisfied with their Medicaid services.
<b>IV.C. Grievances</b>  <b>Desired Outcome:</b> Participants are informed of how to register grievances and complaints and supported in seeking their resolution. Grievances and complaints are resolved in a timely fashion.	The provider respects the individual's concerns and responds accordingly.

#### Focus V: Participant Outcomes and Satisfaction

**Desired Outcome:** Participants are satisfied with their services and achieve desired outcomes.

FOCUS AREA	INDICATORS
<b>V.A Participant Satisfaction</b>  <b>Desired Outcome:</b> Participants and family members, as appropriate, express satisfaction with their services and supports.	The provider has a quality assurance/quality improvement process that includes a consumer satisfaction survey.
<b>V.B Participant Outcomes</b>  <b>Desired Outcome:</b> Services and supports lead to positive	This focus area will be assessed by conducting the Personal Outcome Measures© interviews and determining the presence/absence of supports

<p>outcomes for each participant.</p>	<p>and outcomes for the individual.</p> <p>My Self</p> <ul style="list-style-type: none"> <li>- People are connected to natural support networks</li> <li>- People have intimate relationships</li> <li>- People are safe</li> <li>- People have the best possible health</li> <li>- People exercise rights</li> <li>- People are treated fairly</li> <li>- People are free from abuse and neglect</li> <li>- People experience continuity and security</li> <li>- People decide when to share personal information</li> </ul> <p>My World</p> <ul style="list-style-type: none"> <li>- People choose where and with whom they live</li> <li>- People choose where they work</li> <li>- People use their environments</li> <li>- People interact with other members of the community</li> <li>- People perform different social roles</li> <li>- People choose services</li> </ul> <p>My Dreams</p> <ul style="list-style-type: none"> <li>- People choose personal goals</li> <li>- People realize personal goals</li> <li>- People participate in the life of the community</li> <li>- People have friends</li> </ul> <p>People are respected</p>
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